Division of Quality Assurance

Integrated Querying and Reporting Service (IQRS)
User Review Panel (URP)

Fall 2002 IQRS URP
October 17, 2002

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HRSA

Health Resources and Services Administration

Fall 2002 IQRS URP

IQRS General Issues

(Darryl Gray)

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IQRS General Issues
Introductions

- Who you are?

- How do you use the IQRS?

- Any special issue(s) you want the Data Bank to address?

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IQRS General Issues
IQRS User Review Panel (URP)

OBJECTIVE

- The IQRS URP is a forum where users of the National Practitioner Data Bank (NPDB) and Healthcare Integrity and Protection Data Bank (HIPDB) can gather to openly discuss and/or express their ideas about past, present and future IQRS/Data Bank operations.

MISSION

- The primary mission of the IQRS URP is to discuss issues regarding IQRS; identify new IQRS requirements; review current IQRS querying and reporting issues; and address NPDB-HIPDB operational related issues.

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IQRS General Issues
IQRS URP Ground Rules

- **Rule #1:** IQRS is built for the **Collective** not the **Specific**
- **Rule #2:** Be honest and direct
- **Rule #3:** Be courteous and considerate
- **Rule #4:** Don't take it personally
- **Rule #5:** Try to see the other person's viewpoint
- **Rule #6:** When you get frustrated *SEE* **Rule #1**

IQRS General Issues
Issues from last URP

- **Issue #1:** Users expressed concern regarding the length of time it takes for IQRS Screens to display. While waiting for screens to display user session would time out, meaning the users would have to start over.
- **Response**: Several improvements/enhancements to the IQRS has been made over the last year to speedup processing.

- **Issue #2:** Length of time it takes to get a credit (users report that it may take as long as 3 months).
- **Response:** Legitimate requests for credits are processed within two business days Most delays occur when users request a credit verbally and do not follow-up with a required written request.

- **Issue #3:** Change the query history from 15 days back to 30 days. 15 days is NOT enough time to review output or investigate a problem.
- **Response: Completed**

IQRS General Issues
Issues from last URP

- **Issue #4:** Users would like to consolidate the fact sheets on the IQRS Informational Web Site. They feel the current configuration is too cumbersome and is not very user friendly, making it difficult to locate.
- **Response:** The Informational Web Site was redesigned in winter 2001 to increase user-friendliness and Section 508 compliance.

- **Issue #5:** To help increase the effectiveness of communication with the Help Line, the IQRS Users requested that a Data Bank terminology cheat sheet be developed and placed on the IQRS Web Page.
- **Response:** No cheat sheet was developed, however Help Desk staff are now more patience and understanding of the user needs.

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IQRS General Issues
Issues from last URP

- **Issue #6:** The IQRS User community would like a document listing HIPDB mandatory data elements and the associated Partial Match Algorithm.
- **Response:** The Data Banks do not disclose details regarding the matching algorithm. Mandatory Elements:
  - Subjects:
    - Name, Work Address, gender, date of birth, occupation/field of licensure, SSN, state license number, state of licensure, professional school and year of graduation.
  - Organizations:
    - Organization Name, business address, type of organization, FEIN or state license number and state of licensure.

IQRS General Issues
Analysis of Suggested Enhancements

- **Billing:** Determine a better process to help users better reconcile their query charges.
- **Status:** Completed – Spring 2001

- **User Summary Report On Request:** Generate a historical report for reporters and/or queriers, which would detail previously submitted reports or queries to the Data Bank(s).
- **Status:** Still under review by the Data Bank

- **Reduce the Number of Report Output Pages:** A Response to Information Disclosure generally consists of 3 or more pages, whether a query was successful or not. The IQRS URP requested that, if no report is found, only two pieces of paper print out.
- **Status:** The layout for the report and all the required information doesn't allow for this document to be less than 3 pages.

IQRS General Issues
Analysis of Suggested Enhancements

- **New Requirement Properly Validate Canadian License Numbers:** The IQRS/Data Bank Operation platform currently rejects reports with Canadian license numbers, even if the Subject has other valid US licenses. The URP requested that the IQRS either be modified to process Subjects with Canadian licenses or, if a Subject has multiple licenses (US and Canadian) IQRS would only process the US licenses.

- **Status:** Canadian licenses are not accepted on reports so we don't accept them on queries. IQRS validation was enhanced so that imported subjects containing invalid licenses could not be queried until those licenses were removed or corrected.

- **Data Bank Control Number (DCN) on each page of a Report:** Users would like to see the DCN for that report on every printed page.

- **Status:** Completed -- The DCN# now displays in the upper right-hand corner of each report output page.

IQRS General Issues
Analysis of Suggested Enhancements

- **IQRS Credit Card Processing:** Provide the ability to save/store the Entity credit card number within IQRS.

- **Status:** The Data Banks consider it a security precaution to not store entity credit card numbers within the IQRS. Also, the Data Banks do not charge the user's credit card before processing queriers.

- **Save/Store Repetitive Information:** Provide the ability to save/store and update an Entity's repetitive information (i.e., Entity Name, Address, Entity Type, etc.) within IQRS.

- **Status:** Users can now update their entity profile through the IQRS.

- **Online Registration Form:** Design and implement an On-line Registration Form. The form should be designed so mandatory fields had to be filled in before the form is validated and printed out for signature.

- **Status:** In June 2003, online entity registration and updates will be possible.

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IQRS General Issues
Analysis of Suggested Enhancements

- **Develop an IQRS Issue/Problem Tracking System:** Develop a system that IQRS Users can use to report problems, resolve issues, or make constructive criticism (complaint) about the overall operations of the IQRS/Data Banks. The user should also be able to receive the response through the Customer Service Center (CSC), a.k.a, the Help-Line.

- **Status:** In 2001, the CRM system was implemented. This system allows the CSC to track problem reports through an automated system. Users can now receive updates on their issues only through the CSC.

- **Password/Entity Update Interface Feature:** Provides entities with the capability to have an Administrator's account. The Administrator will have the ability to create multiple userids/passwords underneath the Administrators Account for other users within the entity.

- **Status:** Completed--March 2001.

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IQRS General Issues
Suggested Enhancements -- HPCVA

- **Allow Agent to Choose From Drop-Down Menu of Entities**
- **Status:** On the Agent Registration Confirmation screen, agents are required to choose either to act on their own behalf for this IQRS session, or to enter the DBID of the entity they wish to represent. A more convenient approach for agents would be to allow the agent to choose from a list of entities they are authorized to represent, rather than typing the DBID.

  Still Under Review

- **Add DBID & Entity Name to the Top of Query and Reporting Screens**
- **Status:** Agents acting on behalf of entities would benefit from having the DBID and entity name displayed .....

  Still Under Review

- **Add Note to Help File re: 20 minute timeout period**
- **Status:** This can be submitted as a redline to the help files rather than an SCR. The help file on the login page can include information indicating that IQRS sessions normally time out after 20 minutes of inactivity.

  Still Under Review

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IQRS General Issues
Suggested Enhancements -- HPCVA

- **Collect Certification Information to Pre-Populate for IQRS Transactions**
- **Status:** Currently the entity or agent must certify each transaction submitted by entering their name, title, telephone number, and certification date. A more convenient approach for entities choosing to access the IQRS through non-administrator accounts would be to pre-populate this information for the entity. This could be accomplished by storing the name, title, and telephone number within the userid profile. This option would not work well with the administrator account which is often shared among several users within the entity organization.

Still Under Review

- **Allow Entities To choose Number of Names to Bundle in a Multi-Name Query Response**
- **Status:** Currently, if a multi-name query contains less than 10 names, query output will be displayed individually for each name in the query. If the multi-name query contains 10 or more names, names will be bundled together in output files. While most users find this acceptable, several users have asked to change this magic number of 10 names. Allowing users to configure this number themselves would be a convenience for many users.

Still Under Review

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IQRS General Issues
Suggested Enhancements -- HPCVA

Pre-populate Certification Date to current date.

- Current Description:

  Current validation requirements for certification date are simply that it be a valid date. A better validation check would be to implement a range where the date can't be in the future and it can't be more than a year in the past. This issue needs to be discussed with DQA and decided upon more optimal validation checks.

- Revised Description:

  Current validation requirements for certification date are simply that it be a valid date. A better validation check would be to implement a range where the date can't be in the future and it can't be more than 3 months in the past. In addition, pre-populating the certification date to the current date in the IQRS would add a convienence to entities.

Still Under Review

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2000-2002 IQRS Operations

(Kevin Fagan)

2000-2002 IQRS Operations
IQRS/Data Bank Performance

2000-2002 IQRS Operations
System Improvements

December 2000

- Redesigned the IQRS User Interface.
  - The "look and feel" was changed to make the IQRS more visually appealing and make more user-friendly
  - Section 508 compliance.
  - Navigation was improved to reduce scrolling and allow users to move faster

March 5, 2001

- IQRS enhanced security features
  - Enabled entities of the IQRS to be administrators of their user accounts. An entity now has the capability to create and manage subordinate user accounts for other users of IQRS within their entity.
- Enable Entity Profile Updates on-line via the Internet

April 30, 2001

- Created on-line billing summary information for queriers via the Internet.
  - Better reconciliation of electronic transaction billing process

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2000-2002 IQRS Operations
System Improvements

June 25, 2001
- Improve Self-Query via the Internet. Provides self-queriers with the capability to enter data on-line in stead of using paper.

October 1, 2001 - Increased query fees from $4.00 to $5.00 for both Data Banks.

February 11, 2002
- Entity Registration Improvements
  - On-line entity/agent designation and EFT authorization

September 9, 2002
- Increased number of allowable adverse action classification codes and basis of action codes
- Accounting for deceased practitioners
- Capability to add a reporting entity point-of-contact

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2000-2002 IQRS Operations
2003 Planned Improvements

December 2002

- Expanding the capabilities of the Data Bank Correspondence, and creating an electronic Report Response Service.

April 2003

- Continue to implement 508 compliance throughout web-sites (IQRS, NPDB-HIPDB Information web-site)
- Notification to queriers when practitioner SND's are not delivered.

June 2003

- On-line entity registration and registration validation algorithms

September 2003

- Migration from SGI database servers to SUN database servers

December 2003 (Possible!)

- Implementation of Section 1921 – The current NPDB-HIPDB would expand to include access, by eligible entities, to information received under section 1921.

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2000-2002 IQRS Operations Informational Website

Nan Sargeant

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CRM Briefing/Demo

(Peggy Wheeler)

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1st User Feedback Session

(Darryl Gray & IQRS Users)

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Lunch

Section 1921

(Cynthia Grubbs)

Section 1921: Who Reports?

- State Practitioner Licensing Boards

- State Entity Licensing Boards

- Peer Review Organizations

- Private Accreditation Organizations

Section 1921:
What Information will be Reported?

- Adverse licensure actions against practitioners and entities

- Negative actions or findings against practitioners and entities by PROs and Accreditation Organizations (entities only)

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Section 1921: Who can query?

- Title IV hospitals and other health care entities

- State licensing boards

- Agencies and contractors administering Federal health care programs

- State agencies administering State heath care programs

Section 1921: Who can query? (continued)

- State MFCUs

- PROs

- U.S. Comptroller General

- U.S. Attorney and other law enforcement agencies

- Health care practitioners and entities (self-query only)

Section 1921 Implementation: What it means for the NPDB

Queriers

- Only Title IV queriers entitled to Title IV and 1921 information
- Gives hospitals access to critical information
- 1921-only queriers cannot access Title IV information

Section 1921 Implementation: What it means for the NPDB

Reports

- New types of reporters reporting to the Data Banks
- Will include licensure actions against all practitioners and entities

Section 1921 Implementation: What it means for the NPDB

Operations

- IQRS already modified
- All users of Data Banks have certified their eligibility for Section 1921

Section 1921 Implementation: What it means for the NPDB

Financial- Increased revenues from:

- hospitals querying on nurses and other health care practitioners;

- dually-eligible health plans that currently query both Data Banks (approx.$3 million annually@$4 per name)

Section 1921 Implementation:
What it means for the HIPDB

Reports

- "Unique" reports limited to criminal conviction, civil judgment, government administrative, and other adjudicated actions

Section 1921 Implementation:
What it means for the HIPDB

Queriers

- Few, if any, unique queriers
- Will health plans continue to query? If not, HIPDB probably cannot survive without appropriation

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On the Horizon

(Nancy Ciranni)

Future Considerations

(Darryl Gray)

2000-2002 IQRS Operations
Future Considerations

- **Implementation of Section 1921** – The current NPDB-HIPDB would expand to include access, by eligible entities, to information received under section 1921.

- **Proactive Notification Service** – An electronic service that would notify entities when a new report is received on a subject they are monitoring.

- **User Summary Report On Request --** Generate a historical report for reporters and/or queriers, which would detail previously submitted reports or queries to the Data Banks).

- **Other forms of Payment** -- Implement additional forms of payment, Other than Credit Card and EFT.

- **Pricing Strategies** -- Change the Query fees
- **SRA Action Item – Determine the cost to set-up and maintain a test environment for ITP queriers.**

2nd User Feedback Session

(Darryl Gray & IQRS Users)

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URP Summations

(Darryl Gray)

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Conclusions

- Demand for the system continues to increase at a high rate and we will continue to monitor performance to proactively make improvements that will sustain and improve processing and query results turn-around time.

- Outreach through newsletters and the information web site is helping to keep our customers informed.

- User Feedback Mechanisms are in-place: Telephone; Email; Customer Support Center; and the IQRS URP.

- On May 8, 2002, the NPDB-HIPDB Program was awarded the E-Gov 2002 Trail Blazers Award for contributing significantly to enabling the business of government.

- Next IQRS URP?

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Questions / Comments

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